

ROUTE STEPS 104 (#1)

1	TERMINATE CALL TO AGENT 103 (#1)
2	QUEUE CALL TO AGENT 103 (#1)
3	IF WAIT TIME > 1 MINUTE, THEN TRANSFER CALL TO PBX 101 (#2)

ROUTE STEPS 104 (#2)

1	TERMINATE CALL TO AGENT 103 (#2)
2	QUEUE CALL TO AGENT 103 (#2)
3	IF WAIT TIME > 1 MINUTE, THEN TRANSFER CALL TO PBX 101 (#1)

FIG. 1

PRIOR ART

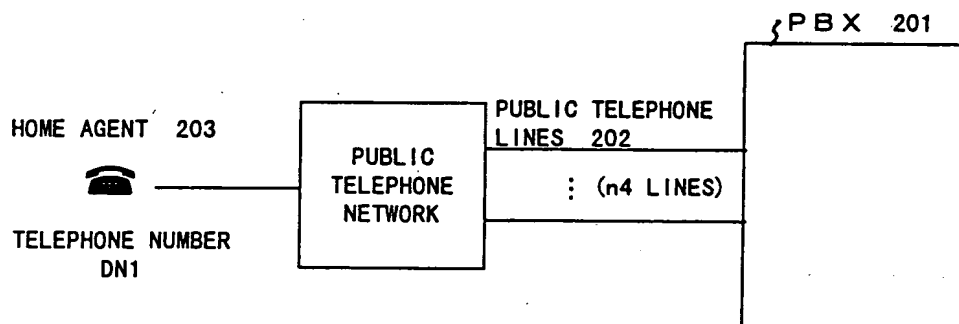


FIG. 2
PRIOR ART

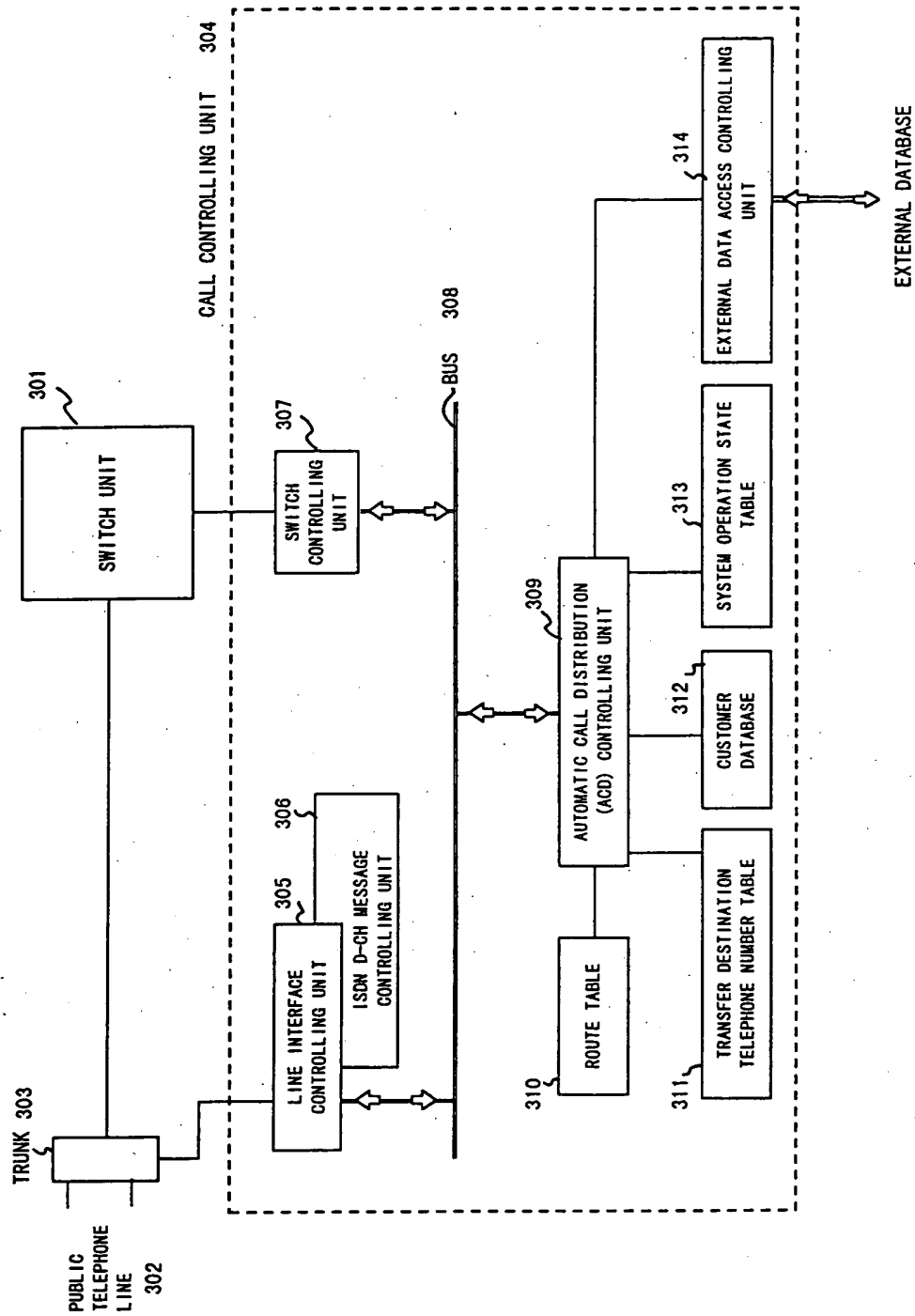


FIG. 3

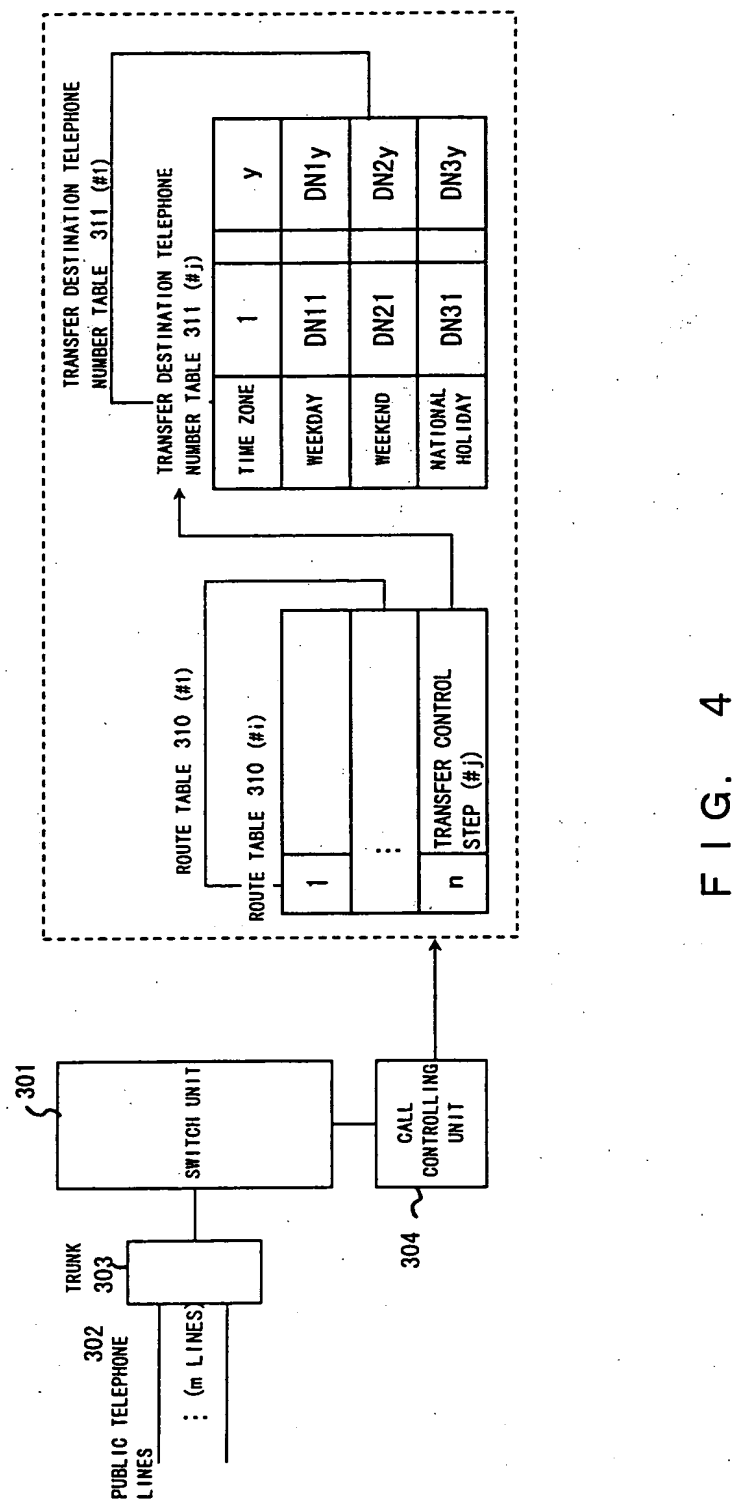


FIG. 4

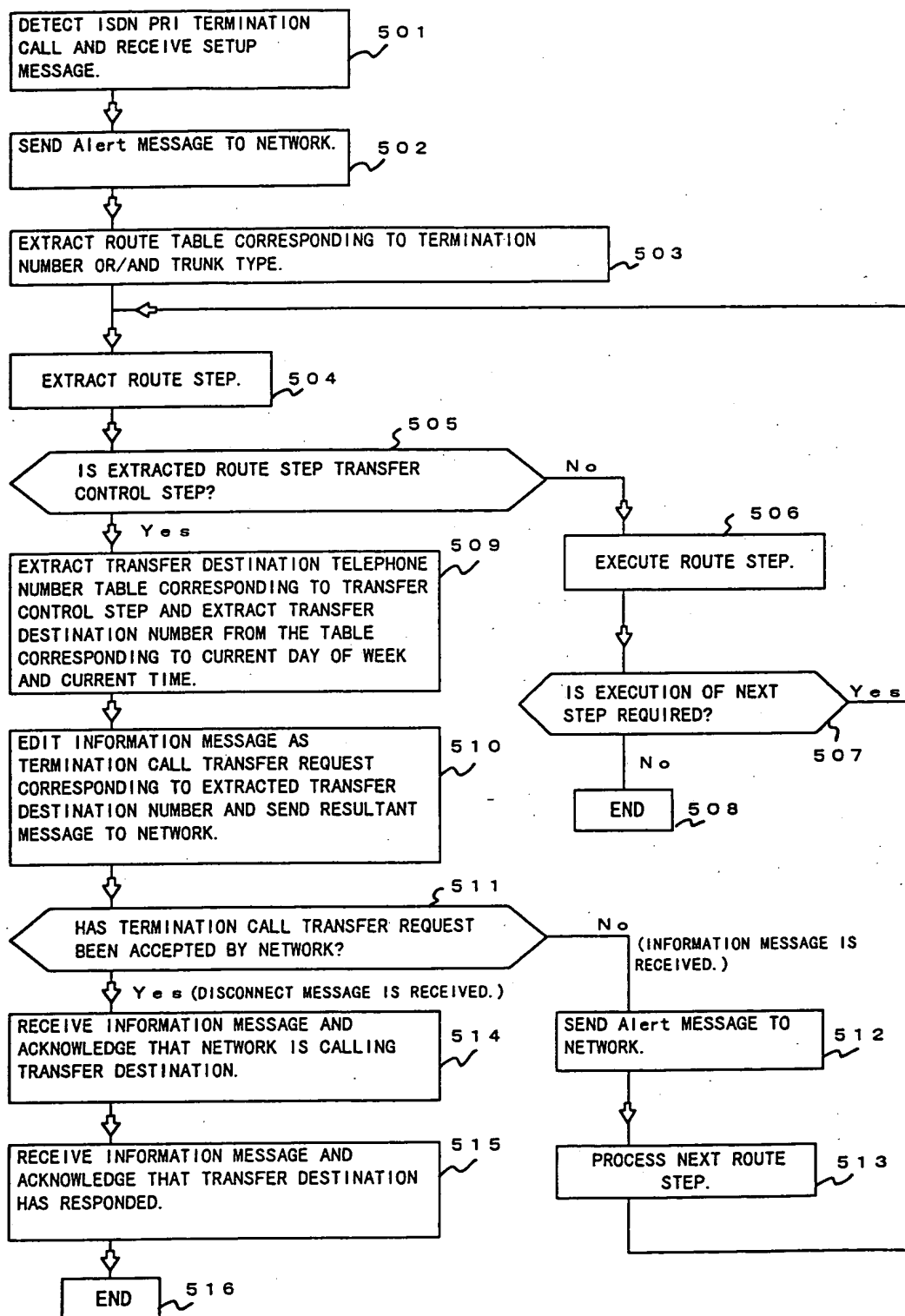


FIG. 5

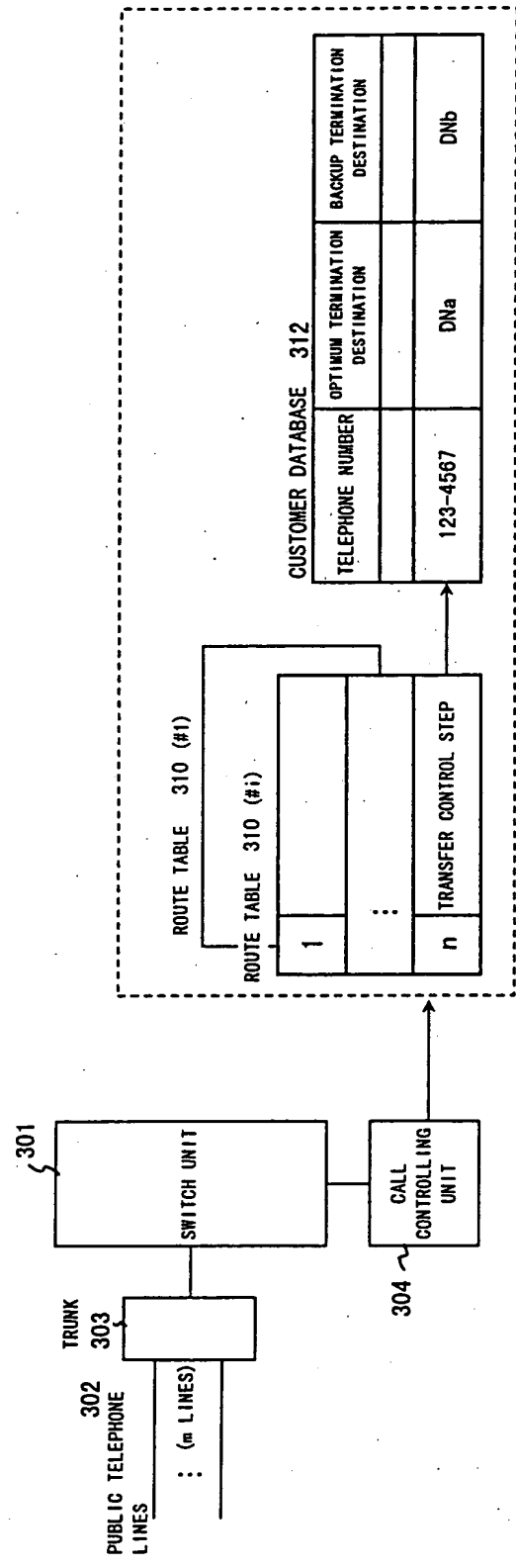


FIG. 6

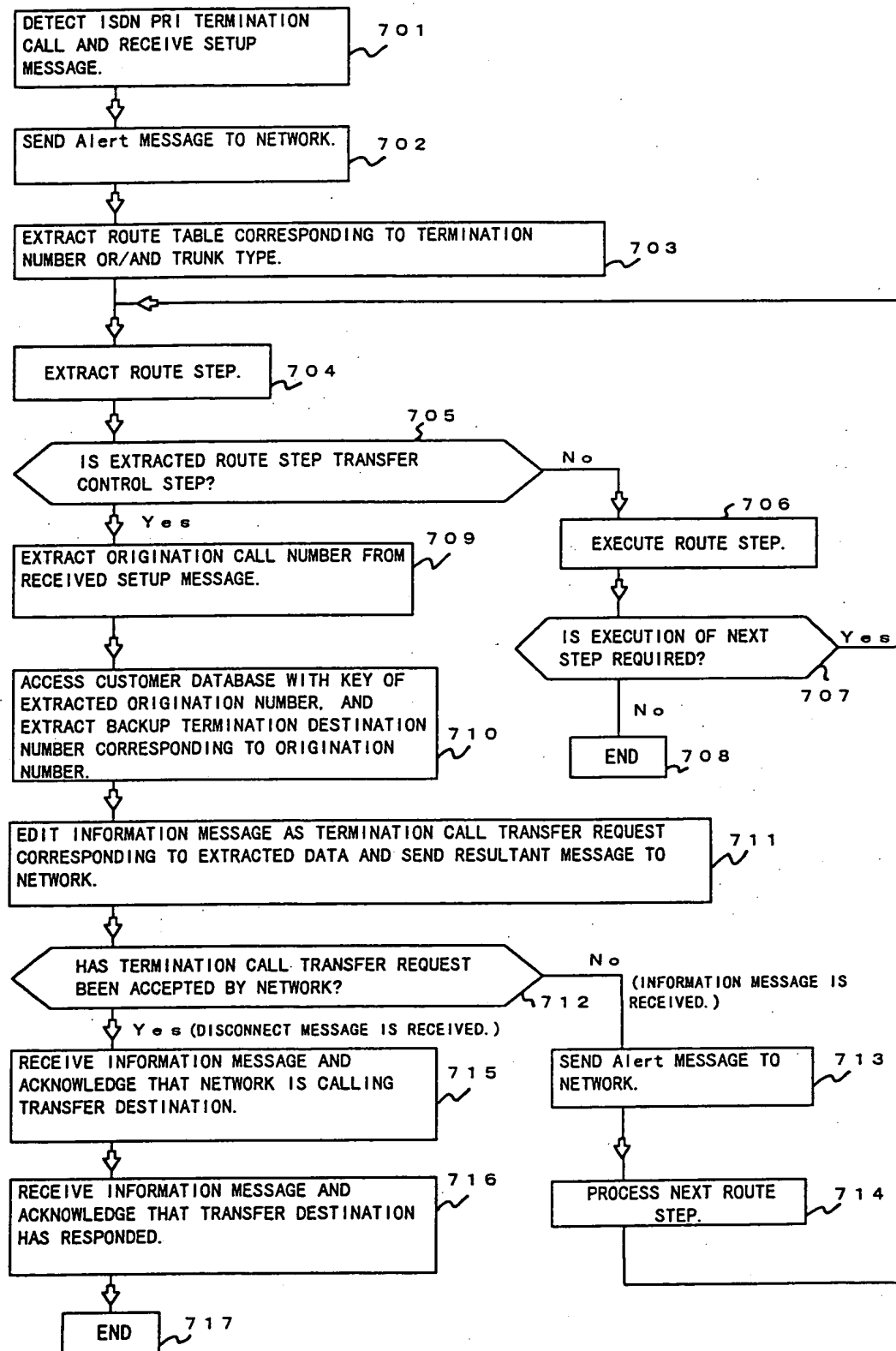


FIG. 7

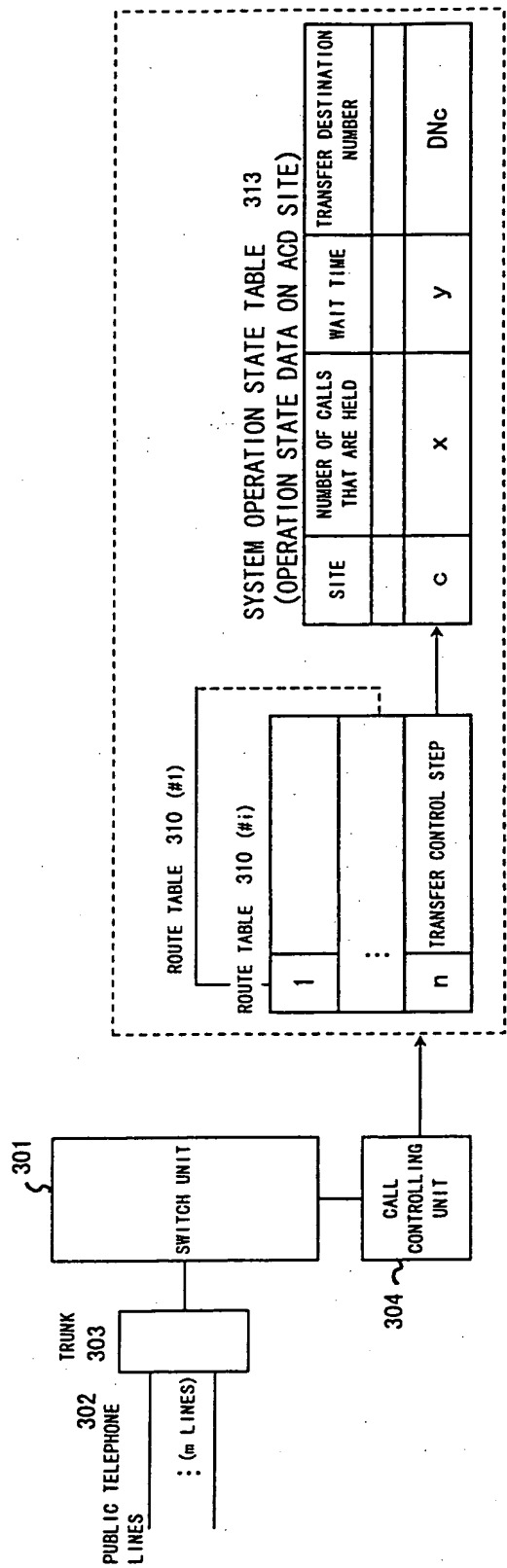


FIG. 8

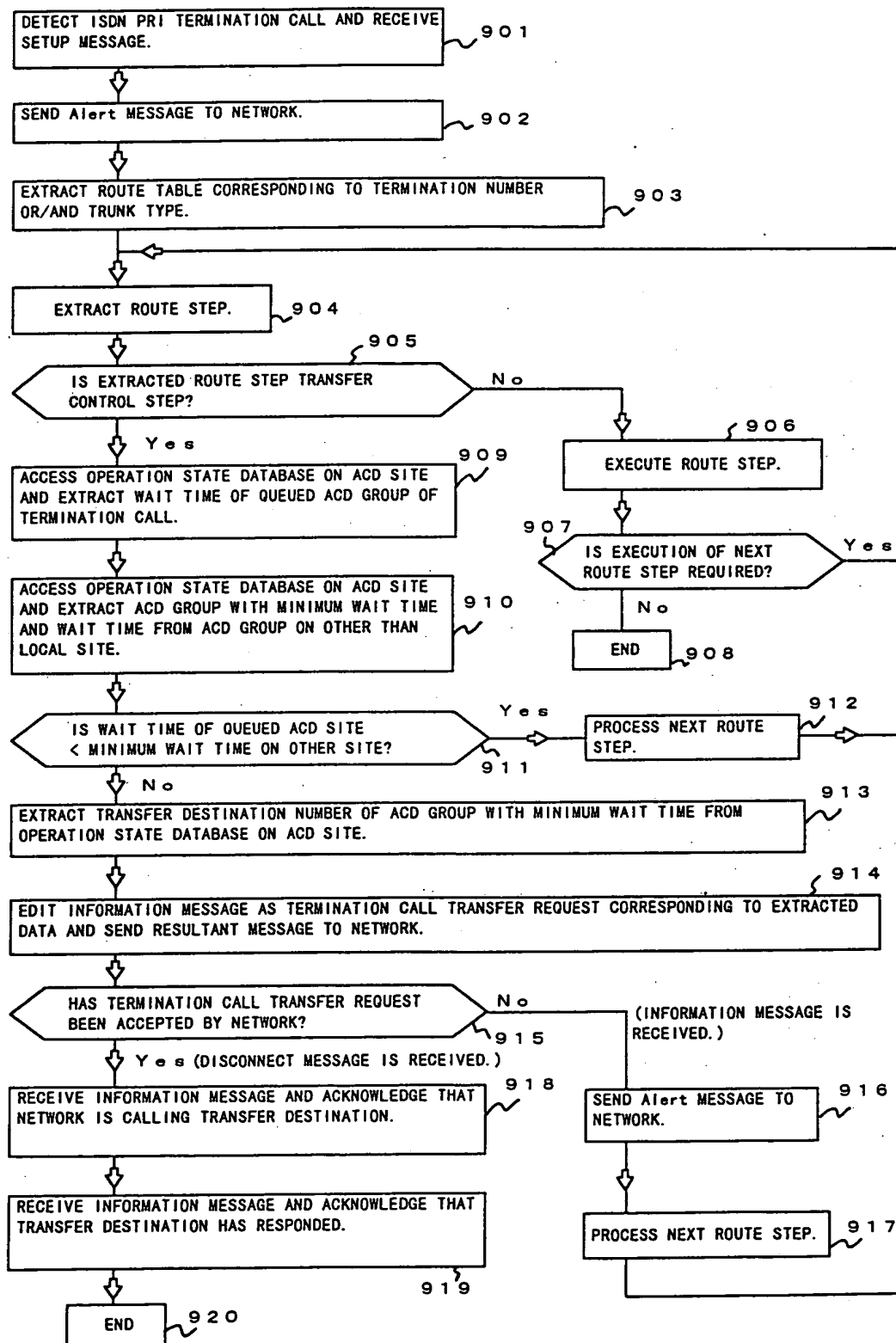


FIG. 9

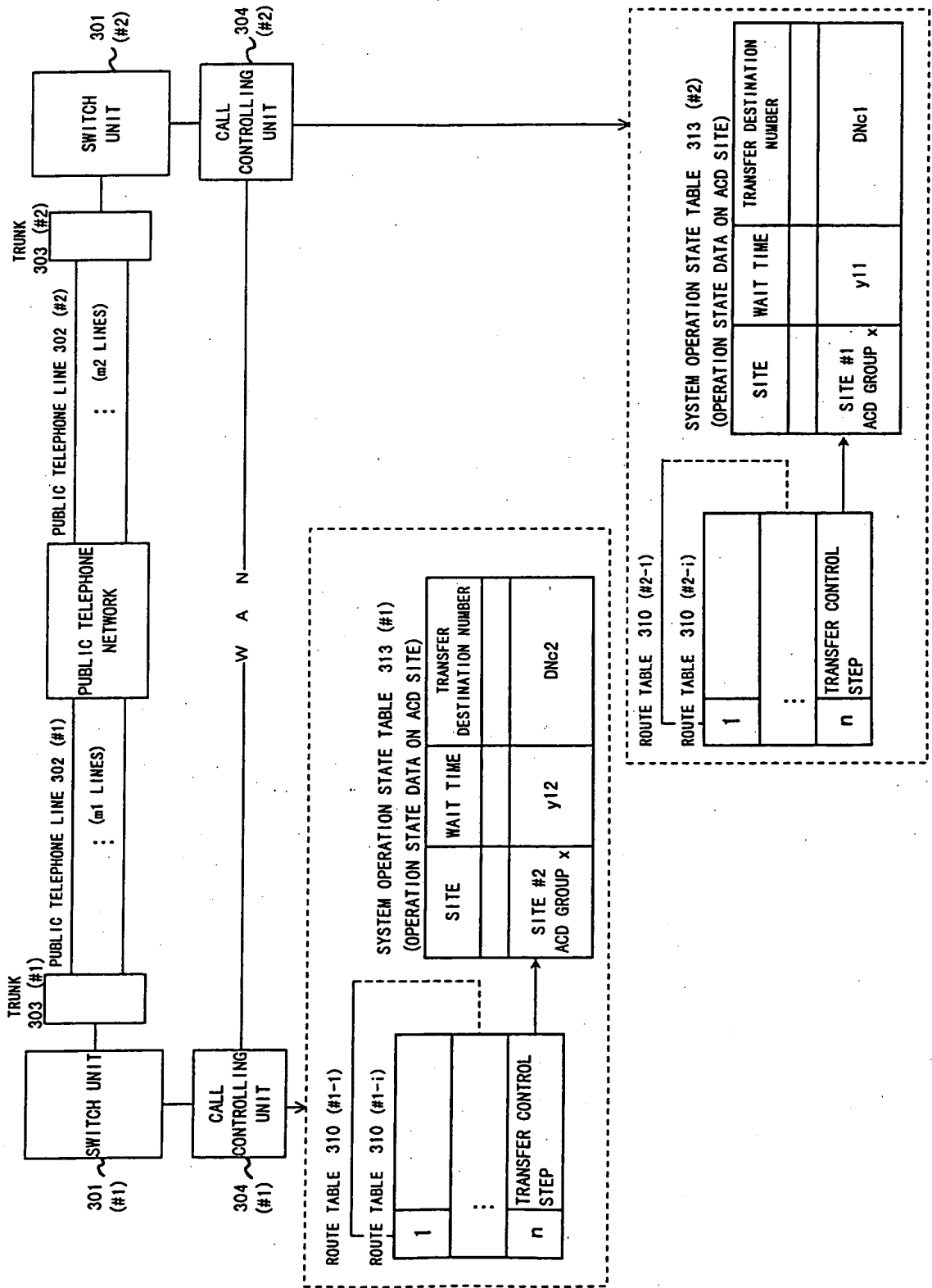


FIG. 10

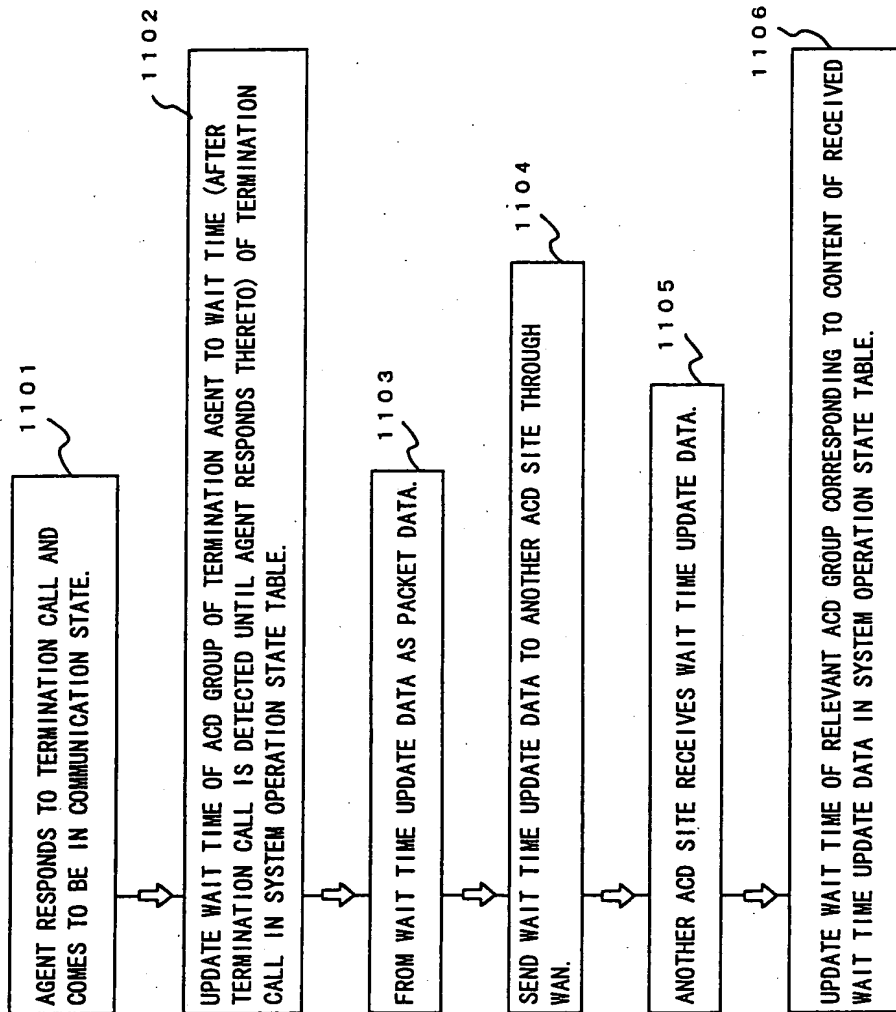


FIG. 11

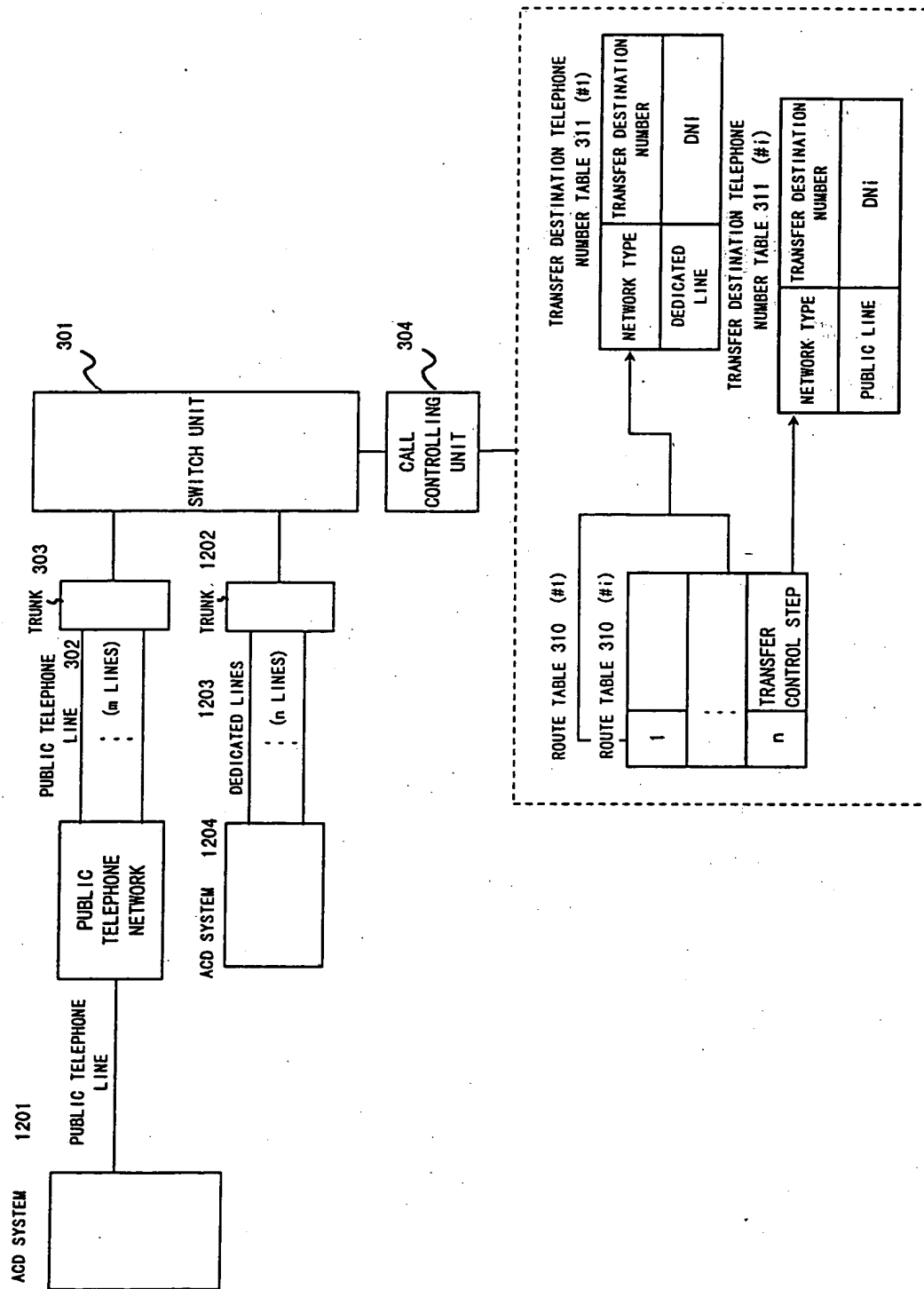


FIG. 12

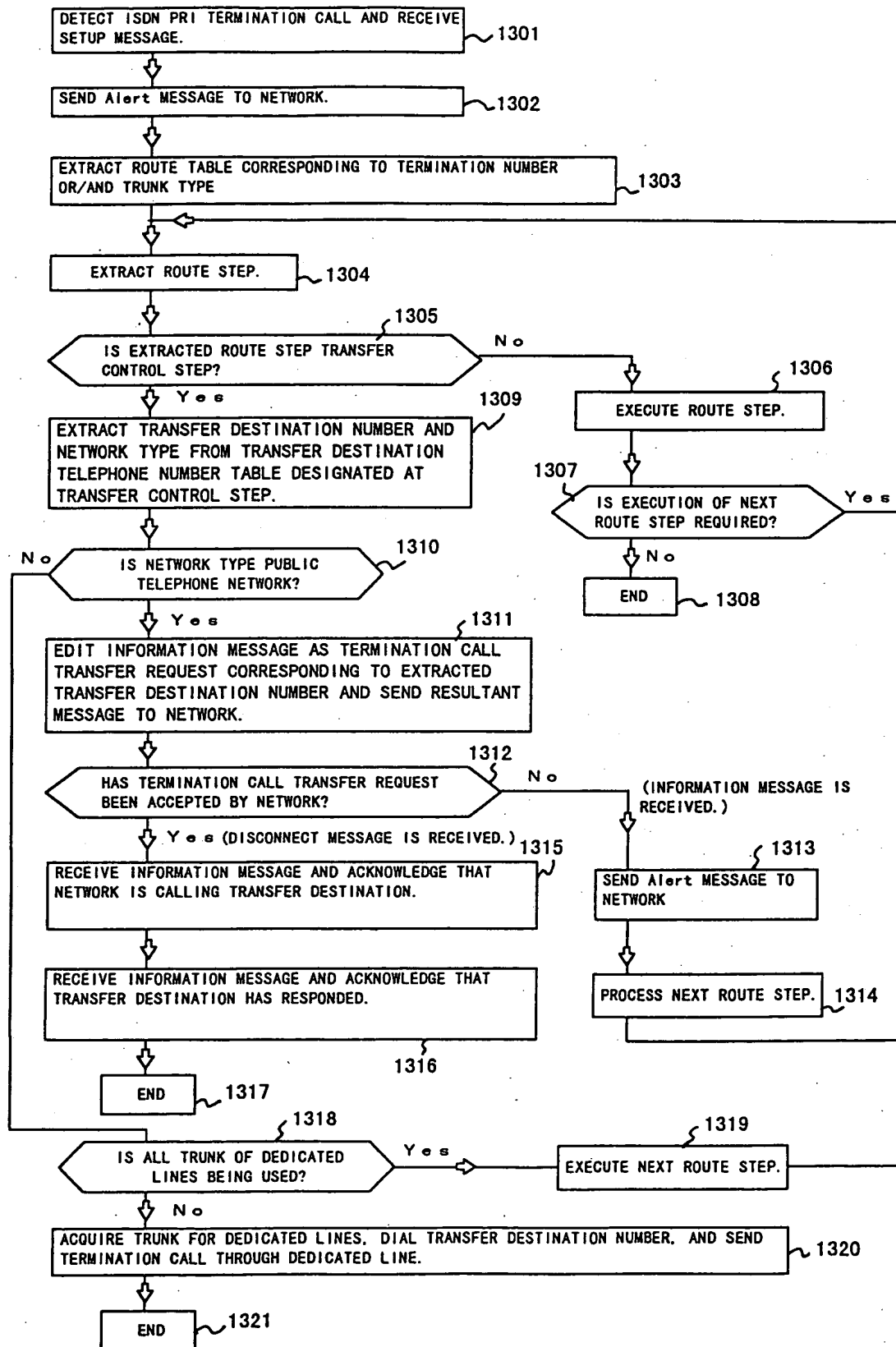


FIG. 13

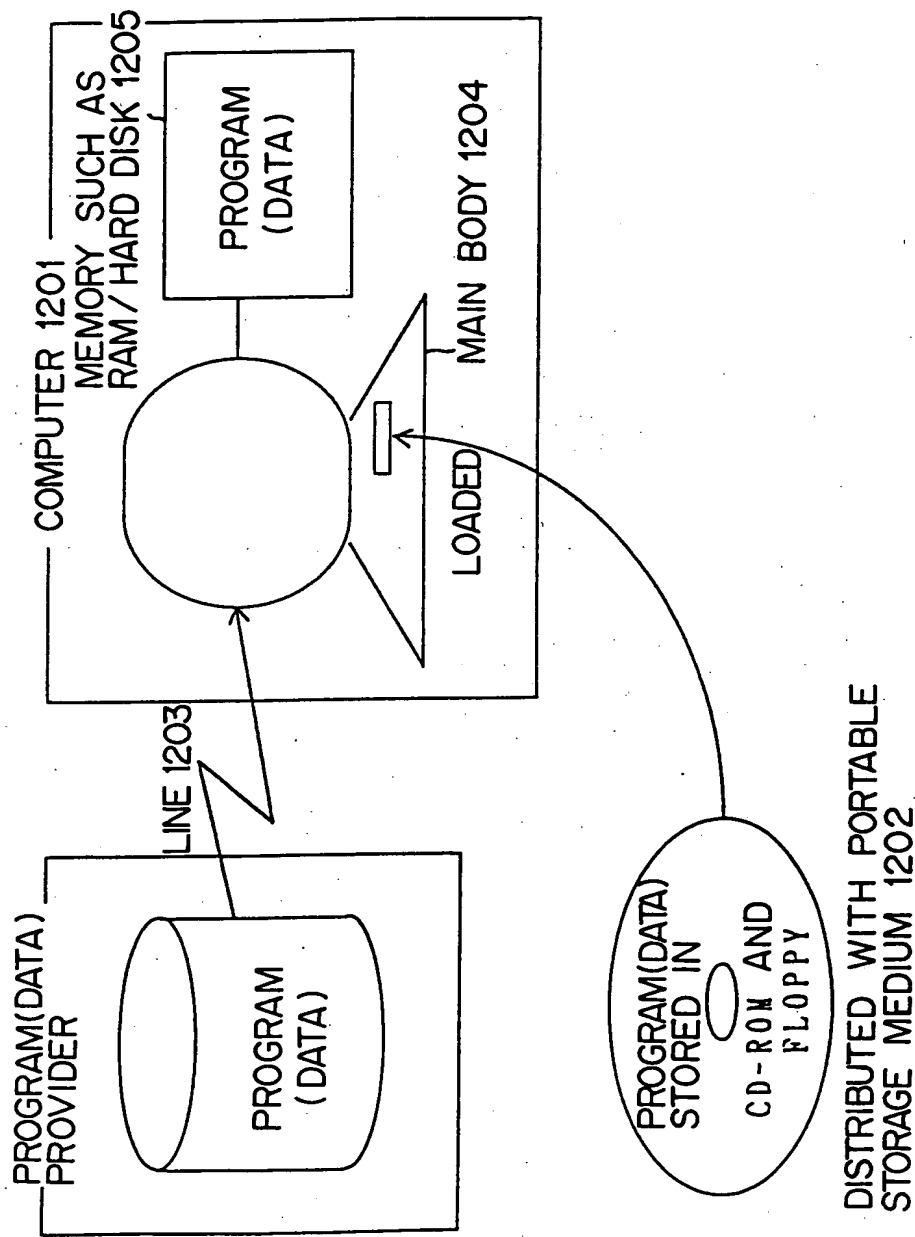


FIG. 14